



PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
AMENDMENT TRANSMITTAL LETTER**

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on June 9, 2005.

Angela Beddawi

Applicant : Shlomo Varsano Confirmation No. 1752
Application No. : 10/035,806
Filed : November 8, 2001
Title : METHOD AND APPARATUS FOR AUTOMATED SERVICE LEVEL AGREEMENTS

Grp./Div. : 2143
Examiner : Ji Yong David Chung

Docket No. : 47240/LTR/J281

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Post Office Box 7068
Pasadena, CA 91109-7068

June 9, 2005

Commissioner:

Enclosed is an amendment to the above-identified application.

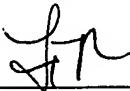
Amendment Transmittal Letter
Application No. 10/035,806

Attached is our check for \$ to pay the fees calculated above.
A Petition for Extension of Time and the required fee are enclosed.
Other enclosures:

The Commissioner is hereby authorized to charge any fees under 37 CFR 1.16 and 1.17 which may be required by or to give effect to this paper to Deposit Account No. 03-1728. Please show our docket number with any charge or credit to our Deposit Account. A copy of this letter is enclosed.

Respectfully submitted,

CHRISTIE, PARKER & HALE, LLP

By 
LeRoy T. Rahn
Reg. No. 20,356
626/795-9900

LTR/amb

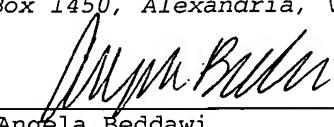


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Angela Beddawi

Appl No. : 10/035,806 Confirmation No. 1752
Applicant : Shlomo Varsano
Filed : November 8, 2001
Title : METHOD AND APPARATUS FOR AUTOMATED
SERVICE LEVEL AGREEMENTS

TC/A.U. : 2143
Examiner : Ji Yong David Chung

Docket No. : 47240/LTR/I281
Customer No. : 23363

RESPONSE TO OFFICE ACTION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Post Office Box 7068
Pasadena, CA 91109-7068
June 9, 2005

Commissioner:

In response to the Office action of March 11, 2005, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.